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BRANKSOME HALL

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June 28, 1999

Office of the Principal

To Whom It May Concern:

Re: **Mr. Kevin Graham, Lookout Management Inc.**

Kevin Graham has provided services to Branksome Hall for over four years in the capacity of researcher. It is my pleasure to recommend him to you as an outstanding consultant.

At Branksome Hall, Kevin first created Student and Parent Satisfaction Surveys in 1996. This year we added an Alumnae Satisfaction Survey as we are completing Strategic Planning and the survey results have proven to be extremely valuable to this process.

Kevin Graham's work is meticulous and professional. He is without a doubt, one of the most dependable and reliable consultants that we have worked with at Branksome Hall. Kevin has a keen ability to customize the needs of the client into a product that is remarkably useful. At Branksome, Kevin suggested areas to survey and strategies that proved to be relevant and profitable for our organization. As a result, we have learned a great deal from his extensive analysis of our data and we have combined this information into our yearly planning process as well as our long range Strategic Plan.

Kevin's personal nature is also a plus to his professional services. He is relaxed, out-going and intellectual. Kevin presented his analysis of our data at a recent Board of Governors Meeting and he was very well received. It is great working with Kevin as he is energetic and personable; consequently, our faculty and staff enjoyed their interactions with him on a regular basis.

I highly recommend Kevin Graham to you. His services have provided an excellent link for Branksome Hall to our parent, student and alumnae communities and we have definitely benefitted from his work.

Yours truly,

Karen Murton
Principal